

DEPARTMENT
OF
FINANCE

GUIDE THROUGH
THE EXAM PROCESS

CALIFORNIA



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PREFACE



“I WANT TO WORK FOR THE

STATE. THEY TOLD ME I

HAVE TO TAKE A TEST TO

BE HIRED. WHAT KIND OF

A TEST IS IT? A QAP? WHAT

IS THAT? AN INTERVIEW?

OH, OKAY. CAN I TAKE IT

TOMORROW? NO? WELL,

WHEN CAN I TAKE IT? THIS

IS SO CONFUSING! HELP!

At one time or another, all of us in state service have been in a situation similar to the one described on the left. Getting into state service seems lengthy and complicated to anyone who is not familiar with the civil service examination process. This handbook has been designed to help you understand that process and start you on your way to a successful career in state service.

In the first sections of the handbook, you will find general information on examinations: announcements, applications and components. The last part of the handbook is focused on the interview process. You will be offered helpful hints on how to prepare yourself and how to answer questions during interviews.

If you need further information about the examination process, please write to the address given below or call one of the telephone numbers listed.

California Department of Finance
Personnel Office
915 L Street
Sacramento, CA 95814
Telephone: (916) 445-3368

The California Relay (Telephone) Service for the Deaf or Hearing Impaired is available as follows:

From TDD phone: 1-800-735-2929
From Voice phone: 1-800-735-2922

State civil service jobs are filled by examinations open to all who meet the entrance requirements regardless of race, color, faith, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

California residency is not required, and U.S. citizenship is required only for those wanting to become peace officers.

EXAMINATION PROCESS



ELEVEN STEPS

1. Management of a State department determines the need for an examination.
 2. Examination is scheduled by testing agency.
 3. Examination announcements or bulletins are released.
 4. Candidates submit applications.
 5. Applications are reviewed to determine whether candidates meet the requirements for admittance to the examination.
 6. Candidates meeting requirements for admittance are scheduled for examination and are notified.
 7. Examination is administered.
 8. Final scores are assigned.
 9. Candidates are notified of test results.
 10. Information list is released and made available for public review.
 11. Management hires individuals from list as vacancies occur.
-

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EXAMINATION COMPONENTS

INTRODUCTION

Examinations are used to establish lists of qualified candidates from which hires may be made. All examinations consist of at least one component that assesses a candidate's knowledge and/or abilities relative to the classification being examined. The most common examination components are described as follows:

WRITTEN EXAMINATION

A written examination is timed and consists of multiple-choice and/or essay questions that address the knowledge and abilities identified for the classification. The written examination may be only **one part** of the overall examination. It is sometimes followed by a self-assessment report or an interview or both.

PROMOTIONAL READINESS EXAMINATION (PRE)

A promotional readiness examination is designed for current State employees and includes the completion of a self-assessment report by the candidate, written comments from his or her immediate supervisor and a reviewing (second-level) supervisor, and an interview in which candidates are asked to answer predetermined questions.

PERFORMANCE EXAMINATION

A performance examination is work-sample test. The candidate is required to demonstrate specific skills by performing actual segments of work, using tools, materials, equipment, and methods characteristic of the job for which the test is designed.

EDUCATION AND EXPERIENCE EXAMINATION (E & E)

An education and experience examination consists solely of a rating of the candidate's education and experience as presented on the application. This type of examination is used for very small candidate groups (three to ten persons) subject to administrative requirements. The resulting list is limited to three ranks, and all candidates who meet the requirements for admittance to the examination will be ranked in one of the three passing ranks.

QUALIFICATIONS APPRAISAL PANEL (QAP) EXAMINATION

A qualifications appraisal panel examination consists of an interview only. Predetermined questions with suggested responses are used, and, as in all of the examinations, candidates are rated competitively.

The State of California uses several methods to notify prospective candidates of upcoming examinations. Among these methods are:

- ◆ Distribution of bulletins to various State departments, the State Personnel Board, and local Employment Development Department field offices.
- ◆ Telephone recordings providing information on upcoming examinations (used by some State departments).
- ◆ Advertisements in the media.
- ◆ Presentations at job fairs and meetings of community organizations as well as at educational facilities.

EXAMINATION BULLETINS

DESCRIPTION

Examination bulletins are announcements that provide applicants with important details and helpful information concerning a specific examination. Bulletins are color coded to distinguish among different types of examinations.

Anyone who meets the minimum requirements for open examinations may apply. You do not have to be a State employee to qualify. Promotional examinations may be taken only by State employees.

COLOR CODING

COLOR	TYPE OF EXAMINATION
White	Open or open/nonpromotional examinations.
Blue	Open or open/nonpromotional continuous filing. Testing is done at various intervals throughout the year as needed.
Blue	LEAP (Limited Examination and Appointment Program). This testing program allows alternate entry into State service for persons with disabilities. Candidates must be certified by the Department of Rehabilitation to qualify.
Green	Open/spot examinations. Geographic location(s) for which the examination is being given are specified.
Pink	Promotional examinations. State employees who meet minimum requirements may compete in these examinations.

BULLETIN FACSIMILE

A facsimile of a Department of Finance Bulletin is on the following two pages (front and back sides). The typical information is enumerated with a corresponding description



- 1 Name, address, and telephone number of testing agency.
- 2 Exam title. The name of the classification for which the examination is being held.
- 3 Exam type. The type of examination being given.
- 4 How and where to apply. Location and address where applications for the examination must be received.
- 5 Final filing date. The last day on which applications will be accepted for the examination.
- 6 Written test date (if applicable). Type of interview and anticipated interview dates.
- 7 Monthly salary ranges.
- 8 Instructions for persons with disabilities.
- 9 Identification requirements.
- 10 Requirements for admittance to the examination. Minimum qualifications may include education and experience as well as any certificate or license requirements, "special personal characteristics," or "additional desirable qualifications."
- 11 Education/Experience Requirements
- 12 Position statement. Describes the major responsibilities and duties for the class and the location of current or anticipated vacancies and/or positions.
- 13 Examination information. Various parts of the test and the weights of each. For example, written test 40 percent, interview 60 percent, or interview may be weighted 100 percent. (The total of all parts of an examination will be 100 percent.)

BREXAM BULLETIN

◆ EQUAL OPPORTUNITY EMPLOYER ◆ COMMITTED TO A DRUG-FREE STATE WORKPLACE ◆



2 ASSISTANT FINANCE BUDGET ANALYST

EXAMINATION TYPE	3	This is a departmental promotional examination.
HOW TO APPLY	4	Submit applications to Department of Finance, Personnel Office, 915 L Street, 1st Floor, Sacramento, CA 95814.
APPLICATION DEADLINE	5	Applications must be submitted by October 5, 1995, the final filing date. Applications (Form 678) must be POSTMARKED no later than the final filing date. Applications personally delivered or received via interoffice mail AFTER THE FINAL FILING DATE WILL NOT BE ACCEPTED FOR ANY REASON.
WRITTEN TEST	6	Written test is required. The entire examination will consist of an interview.
QUALIFICATIONS APPRAISAL INTERVIEW		It is anticipated that interviews will be held during November 1995.
MONTHLY SALARY RANGE	7	\$2853 - \$3430
SPECIAL TESTING ARRANGEMENTS	8	If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Admission". You will be contacted to make specific arrangements.
REQUIRED IDENTIFICATION	9	NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.
ELIGIBLE LIST INFORMATION		A departmental promotional eligible list will be established for the Department listed above. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	10	All applicants must meet the education and/or experience requirements for this examination by the final filing date. Applicants who are within six months of satisfying the experience or education requirements will be admitted to the examination, but they must fully meet the experience or education requirements before being eligible for appointment.
MINIMUM QUALIFICATIONS	11	Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one Pattern and are distinguished as Either "I", or "II", or "III", etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement. <div style="text-align: center;">Either I</div> <p>Experience: One year of experience in California state service performing duties of a Junior staff Analyst, Range B. Persons applying experience toward this pattern must have had a full-time assignment in California state service preparing, justifying and analyzing or controlling and administering budgets or budgetary programs or analysis and forecasting of revenues.</p> <div style="text-align: center;">Or II</div> <p>Education: Possession of a master's degree in public policy, public or business administration, political science, economics, or related field.</p> <div style="text-align: center;">Or III</div> <p>Experience: Two years of progressively responsible experience with duties involving the preparation, justification, and analysis of the control and administration of a budget or budgetary program or analysis and forecasting of revenues. (Experience in California State service applied toward this pattern must include one year of experience performing duties comparable in level of responsibility of a Junior Staff Analyst, Range B.) (One year of graduate work in public policy, public or business administration, political science, economics, or a related field may be substituted for one year of the required experience), and</p> <p>Education: Equivalent to graduation from college (Additional qualifying experience may be substituted for the required education on a year-to-year basis.)</p> <p>Demonstrated ability to act independently, open-mindedness, flexibility and tact.</p>
SPECIAL PERSONAL CHARACTERISTICS		
POSITION DESCRIPTION	12	The Assistant Finance Budget Analyst is the entry and first working level in the series. Incumbents, under supervision, perform analytical and consultative duties of average difficulty which are necessary to carry out the budget management functions of the Department of Finance. Assistant Finance Budget Analyst incumbents will analyze, review and make independent recommendations upon the budgetary and related fiscal affairs of one or more State agencies or departments; will be responsible for budget administration and control of approved expenditure plans, make surveys and investigations of operating agencies and consult with and advise responsible agency officials on fiscal organization, fiscal procedure and related problems; analyze budget requests and perform continuous budgetary control of appropriations, analyze legislation and prepare policy and issue analyses to summarize for either revenue or expenditure issues; analyze and justify budget programs, gather data and make studies on various problems arising in connection with financial administration, give information and instructions to officers and employees of State agencies concerning specific phases of budget and financial procedures; prepare reports and correspondence.
EXAMINATION INFORMATION	13	Competitors will be required to complete a Promotional Readiness Evaluation report of recent job achievements in specific areas which demonstrate their readiness for promotion. Supervisors will add comments and ratings for each factor. Candidates who do not complete the evaluation will be eliminated from the examination. On your application (in the area numbered 4C) or an attachment, clearly indicate the names, titles and present organizations of your supervisors during the last five years, giving dates with the most recent supervisor first. This examination will consist of a promotional readiness interview. The interview will include a number of predetermined job-related questions. Final scores will be based on the Promotional Readiness Evaluation report, Interview, and Education and/or Experience. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained. COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.

- 14 Scope of each test part. Knowledge and abilities required for the classification.
- 15 Extra credits. In some exams, veterans' preference or career credits are added to a candidate's final score. Veterans' preference credit is granted in entrance-level open examinations only. Career credits apply to open/nonpromotional exams only.
- 16 General information. Contains general information about State civil service laws and rules pertaining to examinations.

ASSISTANT FINANCE BUDGET ANALYST

Release date: September 7, 1995

EXAMINATION INFORMATION - cont.

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- A. Knowledge of:**
1. Analytical procedures and methods.
 2. Research techniques.
 3. Statistical principles and procedures.
 4. Principles of organization and management.
 5. Principles and practices of public finance.
 6. Principles and practices of governmental budgeting and accounting.
- B. Ability to:**
1. Gather and analyze data.
 2. Reason logically.
 3. Follow written and oral instructions.
 4. Speak and write effectively.
 5. Draw valid conclusions and make appropriate recommendations.
 6. Gain and maintain cooperative relationships with those contacted during the course of work.
 7. Act independently.
 8. Demonstrate flexibility and tact.
 9. Act effectively under pressure.

VETERANS PREFERENCE 15

Veterans preference credit is not granted in promotional examinations.

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GENERAL INFORMATION

It is the candidate's responsibility to contact the Personnel Office at (916) 445-3368, TDD (916) 324-6547 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Personnel Office at (916) 445-3368, or TDD 324-6547 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental, 4) statewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older list be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts towards self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

College Equivalence: Equivalent degree (certificate/diploma) approved by the California Superintendent of Public Instruction under the provisions of California Education Code Section 94310(b).

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.

California Relay Telephone Service For The Deaf or Hearing-Impaired
From TDD Phones: 1-800-735-2929
From Voice Phones: 1-800-735-2922

DT/P (Rev. 10/86)

[illegible]9

HOW TO APPLY FOR AN EXAMINATION

**STATE APPLICATION
FORM STD 678**

To apply for an examination with the State of California, you must complete a State application form (Form STD 678). The forms are available in all departmental personnel offices, at the State Personnel Board, and at Employment Development Department (EDD) field offices.

ATTENTION TO DETAIL

Take time with your application. Make sure that it is correct and that it can be clearly read. (If possible, have it typed.) Completion of the application is, after all, part of the examination process. It demonstrates your ability to follow instructions carefully and accurately.

Review your application for accuracy, spelling, neatness, and legibility. Make a copy for review prior to your interview. The panel will have the original and may ask you for a brief summary or clarification of your education and/or experience.

Submit your application by the final filing date to the testing agency indicated on the exam bulletin. Applications postmarked, personally delivered, or received through interoffice mail after the final filing date will not be accepted.

If the bulletin indicates that you must “file in person” for the examination, you must deliver your application to the location listed on the bulletin **during** the specific hours given. Applications mailed to the office for a “file in person” examination will not be accepted.

APPLICATION FACSIMILE

A facsimile of a Examination Application is on the following two pages (front and back sides).

7711632

12 EQUAL EMPLOYMENT OPPORTUNITY

TO STATE OF CALIFORNIA IN ITS GOVERNMENT TO EQUAL EMPLOYMENT OPPORTUNITY. ALL APPLICANTS ARE ASKED TO VOLUNTARILY PROVIDE THE FOLLOWING INFORMATION. THIS SECTION WILL BE SEPARATED FROM THE APPLICATION PRIOR TO ADMINISTRATION OF THE EXAMINATION.

IF THIS APPLICATION IS USED FOR A HIRING INTERVIEW, PLEASE REMOVE THIS SECTION OF THE APPLICATION PRIOR TO THE INTERVIEW.

☐ MALE ☐ FEMALE

YOUR AGE GROUP

1 UNDER 21 2 21-29 3 30-39 4 40-49 5 50-59 6 60-69 7 70 AND OVER

PLEASE CHECK THE ONE BOX WHICH BEST DESCRIBES YOUR RACE/ETHNICITY

IF HISPANIC, CHECK. (Hispanic does not include persons of Portuguese or Brazilian origin or persons who acquired a Spanish surname)

A AMERICAN INDIAN (Specify Tribe) ☐ C CUBAN

B PUERTO RICAN ☐ D ANY OTHER HISPANIC (Specify) ☐

IF NOT HISPANIC, CHOOSE ONE OF THE FOLLOWING

E WHITE ☐ F BLACK ☐ G FILIPINO ☐

IF AMERICAN INDIAN, CHECK. (Member of an American Indian Tribe or band recognized by the Bureau of Indian Affairs, or has at least one-quarter blood quantum of tribes or bands indigenous to the United States or Canada.)

H AMERICAN INDIAN (Specify Tribe) ☐

I ESKIMO ☐ J ALUT ☐

K ASIAN, CHECK

L KOREAN ☐ M ASIAN INDIAN ☐ N CHINESE ☐

O VIETNAMESE ☐ P JAPANESE ☐ Q OTHER ASIAN (Specify) ☐

R CAMBODIAN ☐ S LAOTIAN ☐

IF PACIFIC ISLANDER, CHECK

T HAWAIIAN ☐ U GUAMANIAN/CHAMORRO ☐

V SAMOAN ☐ W OTHER PACIFIC ISLANDER (Specify) ☐

X OTHER NOT LISTED (Specify) ☐

CHECK ALL DISABILITIES YOU HAVE WHICH IMPAIR ONE OR MORE OF YOUR MAJOR LIFE ACTIVITIES (SPD Rule 420.1, caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and holding a job/employment).

A SIGHT ☐ B HEARING ☐ C SPEECH ☐ D ORTHOPEDIC ☐ H EPILEPSY ☐

I NEUROLOGICAL ☐ J MENTAL ☐ K HEART ☐ L BLOOD ☐

M RESPIRATORY ☐ N DIGESTIVE ☐ O MENTAL/EMOTIONAL ☐ P MONEY ☐ Q ADDICTION ☐

R DIABETES ☐ S CHALKER ☐ T OTHER (Specify) ☐

X NO DISABILITY ☐

ARE YOU A VETERAN, SPOUSE OF A 100% DISABLED VETERAN OR A WIDOW OR WIDOWER OF A VETERAN?

☐ YES ☐ NO

*Only the names of those applicants who check "yes" will be verified for veterans preference points in examinations which allow the addition of such points.

7711632

PLEASE PRINT OR TYPE

DO NOT WRITE IN THIS SPACE

1. ENTER BELOW THE EXACT TITLES OF THE EXAMINATIONS IN PROCESS FOR WHICH YOU ARE APPLYING AND CHECK OPEN, PROMOTIONAL, OR BOTH. LIST ONLY ONE TITLE ON THIS APPLICATION UNLESS OTHERWISE STATED ON THE EXAMINATION ANNOUNCEMENT.

1A

FOR SPOT EXAMINATIONS, ENTER THE LOCATION WHERE YOU WISH TO WORK

1B

DO NOT WRITE IN THIS SPACE

2. FOR ALL APPLICANTS

A. ENTER LOCATION OR CODE NUMBER (SEE BACK OF ATTACHED FLAP FOR CODES) FOR THE ONE LOCATION WHERE YOU PREFER TO TAKE THE EXAMINATION.

B. DO YOU HAVE A DISABILITY PRESENT FOR WHICH YOU MAY NEED DURING A WRITTEN OR ORAL TEST? IF "YES" YOU WILL BE CONTACTED SPECIFIC ARRANGEMENTS.

C. PLEASE INDICATE IF YOUR RELIGIOUS BELIEFS PREVENT YOU FROM TAKING AN EXAMINATION ON SATURDAY.

D. IN ADDITION TO ENGLISH, I POSSESS

☐ SPANISH ☐ JAPANESE ☐ FILIPINO-TAGALOG DIALECT

☐ VERBAL ☐ WRITTEN FLUENCY

☐ AMERICAN STANDARD SIGN LANGUAGE ☐ CHINESE CANTONESE DIALECT ☐ PORTUGUESE

E. WERE YOU EVER DISCHARGED, REJECTED DURING PROMOTION, OR HAVE YOU EVER BEEN REQUESTED TO RESIGN OR REASSIGNED UNDER UNFAVORABLE CIRCUMSTANCES FROM ANY EMPLOYMENT? (YOU MAY OBTAIN THE CONSENT OF THE EXECUTIVE OFFICER OF THE STATE PERSONNEL BOARD BEFORE TAKING A CIVIL SERVICE EXAMINATION.)

☐ YES ☐ NO

3. FOR TYPING OR STENOGRAPHIC APPLICANTS ONLY

A. I CERTIFY THAT I CAN TYPE AT A SPEED OF

☐ 40 ☐ 45 ☐ 50 ☐ 65 WORDS PER MINUTE

B. I HAVE A VALID STATE OF CALIFORNIA SHORTHAND CERTIFICATE FOR (HOW LONG)

☐ STENO ☐ SR ☐ LEGAL ☐ SR LEGAL

4. FOR PROMOTIONAL APPLICANTS ONLY

A. ARE YOU NOW EMPLOYED BY THE STATE OF CALIFORNIA?

☐ YES ☐ NO

B. IF YES, DEPARTMENT: SUPERVISOR:

C. MY ELIGIBILITY FOR EXAMINATION IS BASED ON

☐ NO ☐ YES

D. LIST YOUR SUPERVISORS FOR THE LAST FIVE YEARS (CURRENT SUPERVISOR FIRST)

FROM TO NAME TITLE DEPARTMENT/UNIT

5. FOR OPEN, PROMOTIONAL EXAM APPLICANTS ONLY

DO YOU QUALIFY FOR CAREER CREDITS AS DESCRIBED IN THE ANNOUNCEMENT FOR THE EXAMINATION?

☐ YES ☐ NO

6. SOCIAL SECURITY ACCOUNT NUMBER (SEE Privacy Statement on reverse of application stub)

6A

NAME (Last) (First) (Middle)

ADDRESS (Number) (Street)

6B

CITY COUNTY STATE ZIP CODE

TELEPHONE (Business) (Home)

7. PLEASE ANSWER ONLY IF THE ANNOUNCEMENT FOR THE EXAMINATION FOR WHICH YOU ARE APPLYING HAS A MINIMUM AND/OR MAXIMUM AGE LIMIT.

7

BIRTHDATE (MO / DAY / YEAR)

8. PLEASE ANSWER ONLY IF THE ANNOUNCEMENT FOR THE EXAMINATION FOR WHICH YOU ARE APPLYING HAS INDICATED THAT DRIVING IS REQUIRED UNDER THE MINIMUM QUALIFICATIONS.

A. HAVE YOU EVER BEEN PUT ON PROBATION OR HAS YOUR DRIVER'S LICENSE EVER BEEN SUSPENDED OR REVOKED?

☐ YES ☐ NO

IF YOUR ANSWER IS YES, LIST ALL OFFENSES IN ITEM #10 GIVING DATE, LOCATION, NATURE, AND DISPOSITION FOR EACH.

B. DO YOU POSSESS A VALID CALIFORNIA DRIVER'S LICENSE?

☐ YES ☐ NO

IF "YES", ENTER YOUR DRIVER'S LICENSE NUMBER

CIRCLE CLASS 1 2 3 4

9. PLEASE ANSWER ONLY IF THE ANNOUNCEMENT FOR THE EXAMINATION FOR WHICH YOU ARE APPLYING INDICATES THAT IT IS FOR A PEACE OFFICER DESIGNATION.

A. ARE YOU A CITIZEN OF THE UNITED STATES?

☐ YES ☐ NO

B. HAVE YOU EVER BEEN CONVICTED BY ANY COURT OF A FELONY?

☐ YES ☐ NO

NOTE: YOU MAY ANSWER "NO" IF THE CONVICTION IS SPECIFIED IN HEALTH AND SAFETY CODE SECTION 11181.5 WHICH SECTION PERTAINS TO VARIOUS MARIJUANA OFFENSES, OR, THE CONVICTION WAS UNDER HEALTH AND SAFETY CODE SECTION 11107 OR ITS SUCCESSOR 11107.5 WHEN THAT CONVICTION WAS SPECIALLY DESIGNATED TO BE A LESSEER INCLUDED OFFENSE OF THE OFFENSE OF POSSESSION OF MARIJUANA.

C. ARE YOU OTHERWISE DISQUALIFIED BY LAW FROM BEING EMPLOYED AS A PEACE OFFICER?

☐ YES ☐ NO

(SEE EXAMINATION ANNOUNCEMENT FOR DETAILS AND THE CIRCUMSTANCES UNDER WHICH YOU MAY ANSWER "NO" TO B OR C.)

10. THIS SECTION IS LEFT BLANK UNLESS YOU NEED TO PROVIDE ADDITIONAL INFORMATION REQUESTED IN #2E OR #8A.

11. CERTIFICATION OF APPLICANT - READ CAREFULLY BEFORE SIGNING

I Herby Certify That all statements made in this application are true and complete. I also understand that if I do not have legal minimum qualifications for this class, I will be removed from the examination when this fact is determined.

SIGNATURE **11** DATE

- Write the title of the examination you wish to apply for in this space. Use a separate application for each examination unless otherwise indicated on the examination bulletin.
- If the examination you are applying for is being administered on a spot basis, write the location in this space.
- Indicate the code number of the location in which you prefer to take the examination here. Codes are listed on the back of the application flap. (For example, Sacramento's location code is 34.)
- In this space indicate whether you have a disability for which you may need assistance during an examination. The testing office can then contact you to make specific arrangements.
- If your religious beliefs prevent you from taking an examination on a Saturday, you may indicate that fact in this space.
- Indicate in this space whether you possess verbal or written fluency in languages other than English.
- If you have ever been dismissed from employment for the reasons indicated, you must fill out this section.
- If you are applying for a typing or stenographic classification, you must complete this section.
- If you are a State employee and are applying for a promotional examination, you must indicate the name of your department and your supervisors for the past five years.
- Applicants for open/nonpromotional examinations must indicate in this space whether they qualify for career credits. Career credits are additional points given in an examination to State employees who have permanent civil service status, or meet other various criteria. Detailed information concerning career credits is given in the "General Information" section of a bulletin announcing an examination.

- Write your social security number in this space. Note: Providing your social security number is not required. However, it is needed to determine your eligibility for promotional examinations, veterans' preference points, or career credits.
- Name, address, and telephone numbers are to be indicated in this space. Be sure that they are correct and are clearly written so that you can be contacted later.
- If there is a minimum or maximum age limit for the classification for which you are applying, you must complete this section.
- If the announcement for the examination for which you are applying has indicated that driving is required under the minimum qualifications, you must complete this section.
- If you are applying for a peace officer classification, you must complete this section.
- This section is left blank unless you need to provide additional information requested in #2e or #8A.
- You must sign your application. You are certifying that all of the information you have provided is accurate. If it is found, later, that your application has been falsified, you may be removed from the examination and possibly from future competition with the department or the State.
- Completion of the equal employment opportunity "flap" is voluntary. The information provided on the flap is strictly confidential. Flaps are separated from applications before the applications are processed.

If you are a veteran, be sure to indicate that fact on the flap. Once verified, veterans are entitled to additional points in certain open examinations.

Locations Where Tests May Be Given
Opposite item #2 write the number of the city or place in which you prefer to take the written test. If the location has not held these positions will be made for you at the nearest available place.

Counties		
01 Alameda Co	23 Mendocino Co	40 San Luis Obispo Co
02 Alpine Co	24 Mineral Co	42 Santa Barbara Co
03 Amador Co	25 Modoc Co	43 Santa Clara Co
04 Butte Co	27 Monterey Co	44 Santa Cruz Co
05 Colusa Co	28 Napa Co	45 Shasta Co
06 Contra Costa Co	29 Nevada Co	47 Siskiyou Co
07 Del Norte Co	30 Orange Co	48 Solano Co
08 El Dorado Co	31 Placer Co	49 Sonoma Co
09 Fresno Co	32 Riverside Co	50 Stanislaus Co
10 Humboldt Co	33 Sacramento Co	52 Tehama Co
11 Imperial Co	34 San Benito Co	54 Tulare Co
12 Inyo Co	35 San Bernardino Co	55 Tuolumne Co
13 Kern Co	36 San Diego Co	56 Ventura Co
14 Lake Co	37 San Francisco Co	57 Yuba Co
15 Lassen Co	38 Santa Joaquin Co	
16 Los Angeles Co	39 San Joaquin Co	

PRIVACY STATEMENT
AGENCY NAME: State Personnel Board (SPB).
UNIT RESPONSIBLE FOR MAINTENANCE: Exam Processing Unit, 801 Capitol Mall, P.O. Box 944701, Sacramento, CA 94244-2010.
AUTHORITY: Government Code Section 18934 establishes the statutory requirement for filing applications for examinations. Board Rule 174 requires such applications to be filed in the time, place, manner, and on the form specified in the examination announcement.
PURPOSE: The information you furnish will be used to determine whether you do or do not meet the entrance requirements and may be the basis for serving at your final rating in the examination.
PROVIDING INFORMATION: Participation in an examination is voluntary. If you choose to participate, it is required that you provide your name, address, and complete items 1, 2, and 11. Other information requested on the application form is voluntary unless the class for which you are applying has specific requirements such as typing proficiency, licensure, education, experience, etc.
OTHER INFORMATION: During the course of an examination, you may be requested to provide additional information regarding your qualifications, preferences regarding work locations, shifts, etc., and medical/health background.
ACCESS: Your completed application and other examination-related information submitted to the State Personnel Board becomes confidential examination information and the property of the Board as provided by Government Code Section 18934. Due to its confidential nature such information will not be returned. Only authorized personnel directly involved in the selection process will be allowed access.

SOCIAL SECURITY ACCOUNT NUMBER
PROVIDING THE SOCIAL SECURITY ACCOUNT NUMBER IS VOLUNTARY IN ACCORDANCE WITH THE PRIVACY ACT OF 1974 (PL 93-596). IF, HOWEVER, THE SOCIAL SECURITY ACCOUNT NUMBER IS NOT INCLUDED, THE STATE PERSONNEL BOARD IS UNABLE TO PROCESS THIS APPLICATION FOR THE PURPOSES OF GRANTING VETERANS PREFERENCE POINTS, CAREER CREDITS, WRITTEN TEST WAIVERS, CALIFORNIA HIGHWAY PATROL SENIORITY POINTS, AND TO CHECK FOR PROMOTIONAL ELIGIBILITY IN PROMOTIONAL EXAMINATIONS.

EDUCATION AND EXPERIENCE
PLEASE READ THE REQUIREMENTS SECTION ON THE EXAMINATION BULLETIN BEFORE FILLING OUT THIS SIDE.

12. EDUCATION CIRCLE THE HIGHEST GRADE YOU COMPLETED **13** HIGH SCHOOL GRADUATE YES ☐ NO ☐
PASSED HIGH SCHOOL EQUIVALENCY TESTS YES ☐ NO ☐

A. NAME AND LOCATION OF COLLEGE OR UNIVERSITY	COURSE OF STUDY	COMPLETED		DEGREE OBTAINED	DATE COMPLETED
		SEMESTER UNITS	QUARTER UNITS		

B. BUSINESS, CORRESPONDENCE, TRADE, OR SERVICE SCHOOLS COURSE OF STUDY

C. IF THE EXAMINATION FOR WHICH YOU ARE APPLYING HAS SPECIFIC COURSE REQUIREMENTS, INDICATED IN THE EXAMINATION ANNOUNCEMENT, LIST THE COURSES WHICH SATISFY THESE REQUIREMENTS.

13. CURRENTLY VALID CERTIFICATES OF PROFESSIONAL OR VOCATIONSHIP IN PROFESSIONAL ASSOCIATIONS (Include date of completion if on the examination announcement) **14** CERTIFICATES, LICENSES AND EXPIRATION DATES; MEMBERSHIP IN PROFESSIONAL ASSOCIATIONS

14. EXPERIENCE BEGIN WITH YOUR MOST RECENT EXPERIENCE. LIST ALL EXPERIENCE IN THE LAST SEVEN YEARS, INCLUDING U.S. MILITARY SERVICE. GIVE DETAILS ON THE EXPERIENCE WHICH YOU BELIEVE MEETS THE ENTRANCE REQUIREMENTS FOR THIS EXAMINATION. GO BACK MORE THAN SEVEN YEARS IF NECESSARY. ALSO LIST ANY VOLUNTEER EXPERIENCE WHICH YOU BELIEVE HELPS YOU MEET THE REQUIREMENTS OF THE CLASS FOR WHICH YOU ARE APPLYING. SHOW ACTUAL TIME IN NUMBER OF HOURS/DAY NUMBER OF HOURS/PERIOD IF SUCH EXPERIENCE WITH "VOLUNTEER" IN THE SPACE FOLLOWING SALARY.

PERIOD OF EMPLOYMENT	JOB CLASSIFICATION AND MOST IMPORTANT DUTIES PERFORMED (IF APPLICABLE, USE CIVIL SERVICE CLASSIFICATION)	NAME AND ADDRESS OF EMPLOYER(S)
APPOINTMENT DATE TO / / TOTAL YR. MO. FULL-TIME <input type="checkbox"/> PART-TIME <input type="checkbox"/> HOURS PER WEEK	CURRENT CLASSIFICATION AND RANGE (IF APPLICABLE) SALARY: \$ PER DUTIES	REASON FOR LEAVING
FROM TO / / TOTAL YR. MO. FULL-TIME <input type="checkbox"/> PART-TIME <input type="checkbox"/> HOURS PER WEEK	CLASSIFICATION SALARY: \$ PER DUTIES	NAME AND ADDRESS OF EMPLOYER(S) REASON FOR LEAVING
FROM TO / / TOTAL YR. MO. FULL-TIME <input type="checkbox"/> PART-TIME <input type="checkbox"/> HOURS PER WEEK	CLASSIFICATION SALARY: \$ PER DUTIES	NAME AND ADDRESS OF EMPLOYER(S) REASON FOR LEAVING
FROM TO / / TOTAL YR. MO. FULL-TIME <input type="checkbox"/> PART-TIME <input type="checkbox"/> HOURS PER WEEK	CLASSIFICATION SALARY: \$ PER DUTIES	NAME AND ADDRESS OF EMPLOYER(S) REASON FOR LEAVING
FROM TO / / TOTAL YR. MO. FULL-TIME <input type="checkbox"/> PART-TIME <input type="checkbox"/> HOURS PER WEEK	CLASSIFICATION SALARY: \$ PER DUTIES	NAME AND ADDRESS OF EMPLOYER(S) REASON FOR LEAVING

STD. 678 (REV. 6-80) (REVERSE)

WD 50348

13. Education information should always be completed. If the class calls for specific coursework, you also need to list the courses on the application (or provide an attachment).
14. If you have any certificates, licenses, or memberships that pertain to the classification, you should list them here.
15. Work experience is described in this section. You should start with your most recent experience and work back, including up to seven years of past experience (or more if the specific experience for this classification was prior to that time). **Indicate dates of experience, full-time or part-time work, the number of hours you worked per week, and the name and address of your employer.** If you held more than one position involving different duties with the same employer, list each position separately. Be precise about the responsibilities of your position. List volunteer work experience as well as paid work experience. **Make sure that you have included experience that relates specifically to the classification for which you are applying.**

APPLICATION REVIEW



MINIMUM REQUIREMENTS

Once your application is received, it will be reviewed to determine whether you meet the requirements for admittance to the examination. The requirements are commonly referred to as the minimum requirements for the classification.

If you meet the minimum requirements, you will receive a notice in the mail indicating that you will be admitted to the examination and will be given information about the next phase of the examination (written test, performance test, interview and so on.) This process usually takes three to four weeks after the final filing date has passed.

If you do not meet the minimum requirements, you will receive a notice in the mail informing you of that determination. You will then be allowed seven working days from the date of the notice to provide any additional information that you feel may qualify you for the examination. It is possible that the information on your application was not clearly stated, was misinterpreted, or was inadvertently left out.

RIGHT TO APPEAL

If, after you have provided additional information, you are still not admitted to the examination and you feel that you meet the minimum requirements, you have the right to file an appeal with the State Personnel Board. (See the examination appeal process section for more information.)

INTERVIEW PREPARATION

APPLICATION REVIEW

Keep a copy of your application and review it carefully before the interview. This could be the only document that the interview panel has when the interview begins. Panels often use the application as the starting point of the interview. They may begin by asking you to summarize your education and experience. Make sure that you are able to state the sequence and dates of the education and experience you have listed on the application. You should also be prepared to summarize those aspects of your background that you think make you a qualified competitor in that examination. You may wish to take your copy of the application with you to the interview in case you think you may not be able to remember all of the details. Or you may take a brief outline or notes you have prepared about the education and experience you want to include in your interview.

STUDY SPECIFICATIONS

Study the examination bulletin and/or class specifications. The interview panel will have both of these to guide them in rating you. The knowledge, abilities, skills, and special personal characteristics needed for the classification for which the examination is being given are stated in these documents. These are the areas in which you will be asked questions.

KNOWLEDGE OF DUTIES AND RESPONSIBILITIES

Never go into an interview without any knowledge of the duties and responsibilities of the classification for which the examination is being given. Talk to people who work in the class, their supervisors, and others who have knowledge about the work of the classification concerned. Show that you are genuinely interested in performing the duties of the classification.

REQUIRED QUALIFICATIONS

Think through each qualification required. Try to think of the kinds of questions you would ask if you were a member of the interview panel. How well can you answer those questions? Try especially to appraise your own knowledge and background in each area as measured against requirements of the classification concerned. If you have weaknesses in some areas, be prepared to discuss what you *are doing* and have done to overcome them.

PREPARE FOR YOUR WEAK SPOTS

Do some general reading in areas in which you feel you may be weak. For example, if the job involves supervision and your past experience has not included supervising others, some general reading about supervisory methods and practices may be useful. It may also be helpful to study agency procedures or detailed manuals.

REST AND CARE FOR YOURSELF

Get a good night's sleep and watch your general health and mental attitude. You will want a clear head at the interview. Take care of a cold or other minor ailments. Do not take any stimulants or medication before your interview unless it has been prescribed by a doctor and you are sure it won't have a detrimental effect on your presentation.

INTERVIEW DAY

TIMELY ARRIVAL	<p>Give yourself plenty of time to get to the interview. Plan to arrive somewhat ahead of the scheduled time, particularly if you are unsure of the location. You may want to take along a copy of your application to review as well as reading material in case you have to wait a while. In any event, try to relax and compose yourself. Remember that even the calmest, most self-assured people are usually somewhat nervous before an interview.</p>
PERSONAL APPEARANCE	<p>Personal appearance is important. You are not given a score for appearance, manners, attitudes and expressions. However, they are important in determining the interview panel's overall impression of you. Show that the interview is important to you. Give careful attention to your personal appearance. Dress your best but not your flashiest. And be sure, above all, that you are immaculate.</p>
INTERVIEWERS	<p>When you arrive at the interview location, note the names of the panel members for your interview. Names and titles are usually posted near the interview room. For future reference, you will want to remember who was on your panel.</p>
MAKE IT WORK FOR YOU	<p>Remember that the interview panel's job is to help you do your best. At times you might feel that the panel, individually and collectively, is trying to seek out only your negative attributes. Your impression would be incorrect. Panel members are obligated to make a fair and impartial appraisal of your qualifications for the classification in question and must consider both your strengths and your weaknesses. They want to see you in your best light. But also keep in mind that the panel must interview all candidates and that a noncooperative or complaining candidate may not do well in the interview, even though the panel tries to bring out the candidate's strongest attributes. It is in your best interest to help the panel see you at your best.</p>
DISPLAY CONFIDENCE	<p>Be natural. Keep your attitude enthusiastic and confident. The interview panel is interested in a positive presentation. Do not apologize for your weaknesses; try to bring out your strong points. If you are not reasonably confident that you can do the job, do not expect the interview panel to be confident either.</p>
DEMEANOR	<p>Be comfortable but do not lounge or sprawl. Seat yourself appropriately. A careless posture may lead the interview panel to conclude that you are not impressed by the importance of the occasion. This conclusion is natural, even if incorrect. Do not fuss with your clothing, a pencil, or any papers you might bring. Your hands may occasionally be useful to emphasize a point, but do not let your hands detract from your presentation by becoming a point of distraction.</p>
APPROPRIATE CONVERSATION	<p>Be pleasant but do not wisecrack or initiate extensive small talk. This is a business situation, and your attitude should show that you consider it as such. Further, the interview panel's time is limited; the panel does not want to waste it, and neither should you. However, participate appropriately if a panel member chooses to make small talk at the beginning of the interview to make you feel more comfortable.</p>



OVER-STATING	Do not exaggerate your experience or abilities. In the first place the panel may know more about you than you think, having information from your application, other interviews in promotional examinations, and other sources. In the second place, you probably will not get away with it. An experienced interview panel is rather adept at spotting such a situation. Do not take this chance.
EXISTING RELATIONSHIP	Inform the panel chairperson if you discover that you are related to a member of the interview panel by blood, adoption, or current or prior marriage; or if you and a panel member are or were cohabitants. The panel member will be excused during your interview and will not participate in your rating as a competitor in the exam.
INTERVIEW CONDUCTED BY PANEL	Do not dominate the interview. Let the interview panel do its job. Do not assume that you have to do all of the talking. Realize that the panel has a number of questions to ask each candidate. Do not try to take up all the interview time by showing off your extensive knowledge. Be sure that you are prepared to present the highlights of your strengths to the panel when you are asked to do so or, if not asked, at the end of the interview.
BE ATTENTIVE	Usually, your interview lasts only 20 to 30 minutes. You should be very attentive throughout. When a panel member is presenting a problem or a question, give that person your undivided attention. Address your reply principally to that person but do not exclude eye contact with the other members of the panel.
INTERRUPTIONS	Do not interrupt. Panel members may be stating a problem for you to analyze. They will ask you a question when the time comes. Let the problem be stated and wait for the question.
RESTATE THE QUESTION	Make sure you understand the question. Do not try to answer until you are sure of the question. If the question is not clear, restate it in your own words or ask the panel to repeat it for you.
REPLY PROMPTLY	Reply promptly but not hastily. Respond as promptly as you can but do not give a hasty, ill-considered answer. It is all right to pause for a couple of seconds before answering. A brief answer is proper; but make sure it is complete.
“CREATIVE” ANSWERS	Do not try to create the answer you think the panel member wants. The panel is interested in how you analyze and solve problems, not in playing games. If you give an answer that you do not think is correct, you may have difficulty defending the correctness of the answer if you are asked further questions.
BREVITY	Keep your replies to the point. If you want to offer an illustration from your personal experience, be brief.



Do not switch sides in your reply merely to agree with a panel member. Sometimes a panel member will appear to support the reverse of your answer merely to draw you out and to see if you are willing and able to defend your point of view. Do not start a heated debate; yet, do not surrender a good position. If a position is worth taking, it is worth defending.

Do not be afraid to admit an error in judgment if you are shown to be wrong. The panel knows that you are forced to reply without the opportunity for careful, prolonged consideration of the issue. Your answer may be demonstrably wrong. If so, admit it and get on with the interview.

State the duties of your present job briefly. Do not dwell at length on your present job. The opening question in the interview may relate to your present assignment. Answer the question by citing the highlights of your job but do not go into an extended discussion of every job duty assigned to you. You are being examined for a new classification, not your present one. Try to phrase all of your answers in terms of the work of the classification for which you are being examined.

Make sure that everyone can understand you. Keep your department's technical terminology, abbreviations, and acronyms out of your replies. Some members of the panel will probably not understand what you mean. If you have to explain a technical point, do so in the simplest way possible.

Do not use slang or use words improperly. Many good replies have been weakened by the injection of slang or other language faults. Frequently, the panel will note any errors in grammar or diction or other evidence of carelessness in your speech.

Present your strengths in terms of how you could be of benefit to the department if hired. Do not emphasize “what is good for you.”

Leave your exhibits at home. The interview panel does not have time to read every word of your letters of reference or copies of new procedures you have devised. Do not hand this material to the panel members but be prepared to **tell them briefly** about those items most closely related to the classification for which you are being examined.

The interview panel is composed of the chairperson, one or more State service representatives, and, possibly, a public member. The chairperson has been trained to make sure that the interviews are administered in a fair and equitable manner, and the State service representatives usually work in the program area where the classification is used and are considered experts in the field. A public member is someone from the community who is also an expert in the field.

When your turn for the interview comes, you will be greeted by a panel member, who will escort you to the interview area. There you will be introduced to the other panel members and asked to take a seat.

The chairperson will explain the interviewing process. He or she may then have the State service representative describe the class you are being tested for, the use of the classification in the department and the location of anticipated openings.

You will probably notice that your interview is being recorded. The recording is required by law and is in your best interest.

The interview may begin with a review of your application. You may be asked a general question, such as, “What aspects of your background do you think have best prepared you for this classification?” You may also be asked additional questions about your background and employment history.

The interview is now under way. The panel members will proceed to ask you questions that they feel will give them the best idea of your potential for the classification.

The questions for an examination are developed by subject-matter experts. For instance, an Office Services Supervisor III may develop questions for the Office Services Supervisor I examination. Or an Office Services Supervisor II may develop questions for an Office Assistant examination. The questions and the names of individuals who develop the questions are always confidential.

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The chairperson usually concludes the interview by asking if the candidate has anything to add. If you have a significant qualification to emphasize, or if you feel that something very important was overlooked, do speak up; but do so *briefly*. If you do not wish to speak, you may quite appropriately answer: “No, thank you.”

EVALUATION CRITERIA

REQUIREMENTS MET

After a review of your application, you may be accepted into an examination as meeting the minimum requirements for the classification. This acceptance does not necessarily ensure that you will have a place on the employment list. It is up to the interview panel to decide whether or not a candidate actually meets the minimum requirements and is competitive. The interview panel makes this decision based on the following:

1. The information that you provide concerning the breadth and depth of your knowledge, skills, education, and work experience.
 2. Your ability to analyze situations and develop an effective course of action if it applies to the classification for which you are being examined.
 3. The extent of your understanding of the questions being asked.
 4. Your ability to communicate.
 5. The directness of your response to questions.
 6. Your knowledge of the classification for which you have applied.
 7. Your display of genuine interest and enthusiasm for working in the classification.
 8. Your attitude toward and aptitude for accepting increased responsibilities.
 9. Your ability to relate experience to the classification.
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EXAMINATION APPEAL PROCESS



UNFAIRLY TREATED If you are refused admittance to an examination or if you feel that you have been treated unfairly in some way during the testing process, you may file an appeal. Your appeal will be reviewed by the **State Personnel Board**. If the appeal concerns an interview, the State Personnel Board may, as part of its investigation, review the recording of your interview to determine whether you were treated fairly and equitably. At the conclusion of its investigation, the State Personnel Board decides whether to sustain or reject the appeal. State departments will abide by the Board’s decision.

APPEAL FORM A copy of Form SPB 345 (State Personnel Board Examination Appeal Form) may be obtained from the testing office. The form details the information you must provide when you file your appeal. It must be filed within 30 days of the postmark on the envelope that contains your rejection notice or notice of results (e.g., written test, performance test, interview).

YOUR APPEAL RIGHTS The testing office considers providing information about appeal rights as part of its job. Don’t ever feel reluctant to request the information. The testing office will be glad to help you.
